



## ORIENTATION PHASE

### TRAINING OBJECTIVES

During the Orientation Phase of training, the trainee is assigned to a CTO in a classroom setting. The first 2 days will be “Limbo” days in which the trainee will not be evaluated. By the end of classroom training, the trainee will have had instruction in the following:

**New Employee Orientation:** The trainee shall receive a “new employee orientation” packet from the Assistant Director.

- Able to identify the chain of command of the Red River Regional Dispatch Center.
- Understanding of CTO program
- Acknowledgment and understanding of RRRDC policy manual

**Geography:**

- General location of Fargo, Moorhead, West Fargo, Cass and Clay County beats
- Basic location of towns in Cass and Clay counties
- Basic location of state highways in Cass and Clay County
- Knowledge of surrounding counties

**CAD:**

- Sign on to system
- Navigation and basic Command key
- Basic knowledge of computer codes
- Enter officer on/off duty
- Enter CFS during scenario

**Telephone:**

- Sign on to system
- Transfer calls
- Place calls on hold
- Telephone techniques
- Customer service

**Knowledge:**

- Memorization of commonly used 10 codes
- Memorization of phonetic alphabet
- Memorization of military time
- Familiarity of Call Handling Guide
- Knowledge of policy to handle simple call-types

**Agencies:**

- Able to identify the responsibilities and types of assistance rendered by various Public and Private Agencies
- Familiarity of Who’s who